

In the claims

1. (Currently Amended) A distributed system for providing real-time access to a network organized repository of data, comprising:

a computing system including one or more computers having one or more processors for executing a first set of program instructions and a first memory for storing the first set of program instructions wherein the one or more computers is in communication with the network; and

a server, in communication with the computing system, the server having one or more processors for executing a second set of program instructions and a second memory for storing the second set of program instructions, the server being configured to support one or more users and to provide shared access to one or more telecommunication computer software programs, the server being coupled to one or more resources for managing, communicating and the storing of data and the computer software programs;

wherein, the one or more resources can be accessed and processed by the one or more telecommunication computer software programs; and

wherein a user of the computing system has real-time access to the data and the telecommunication computer software programs and any changes made thereto by one or more other users supported by the server, wherein the user is provided options on the computing system to set thresholds for predetermined network conditions and to specify at least one pager number to thereby cause the generation of wireless pages to the at least one pager number upon the threshold being met; and

wherein further the server is configured to automatically generate a wireless page to the at least one pager number upon an occurrence of at least one of the predetermined network conditions meeting the threshold, wherein the server includes an investigation number in the wireless page and assigns a description of the occurrence of the at least one of the predetermined network conditions meeting the threshold to the investigation number so that entry of the investigation number to the computing system causes display of the description;

one or more switchmasters coupled to the one or more computers wherein each switchmaster is also in communication with one or more associated telecommunication switches via a data feed link wherein further each of the associated telecommunications switches receive

call records from a plurality of user telecommunications devices; and,
an electronic control processor in communication with one or more of the
telecommunications switches to control the call record flow through the switches to the
associated switchmaster and monitor any call processing failure records forwarded from the
telecommunications devices .

2. (Original) The system according to claim 1, wherein the server includes a structured query language server.
3. (Original) The system according to claim 1, wherein the one or more telecommunication computer software programs are associated with managing a telecommunication network.
4. (Original) The system according to claim 3, wherein the telecommunication network includes a wireless telecommunication network.
5. (Original) The system according to claim 1, wherein the computing system includes a plurality of computers interconnected as a network.
6. (Original) The system according to claim 1, further comprising an application server in communication with the computing system, the application server having one or more processors for executing instructions associated therewith, a memory for storing the instructions, and one or more resources for managing, communicating and storing data, wherein the application server stores one or more telecommunication computer software programs and provides access to the one or more telecommunication computer software programs stored therein to the computing system upon the computing system querying the application server.
7. (Original) The system according to claim 1, wherein the server includes a shared server.
8. (Currently Amended) A method of providing real-time access to a network organized repository of data, comprising:
providing access to one or more telecommunication computer software programs to a

computer, the computer having one or more processors for executing instructions associated with the one or more telecommunication computer software programs and a memory for storing the instructions, and wherein providing access includes allowing a threshold for a wireless page to be set for a predetermined network condition;

communicating to a server with the computer, the server having one or more processors for executing instructions associated therewith and a memory for storing the instructions, the server being configured to support one or more users and to provide shared access to the one or more telecommunication computer software programs, the server being coupled to one or more resources for managing, communicating and storing data and the one or more telecommunication computer software programs, the server being configured to detect the threshold being met for the predetermined network condition and to assign an investigation number to a description of the predetermined network condition meeting the threshold;

storing the data within a switchmaster buffer wherein the switchmaster is coupled to the computer, wherein each switchmaster is also in communication with one or more associated telecommunication switches via a data feed communication link, wherein further each of the associated telecommunications switches receives the data from a plurality of user telecommunications devices;

controlling the flow of the data through the switches to the associated switchmaster via an electronic control processor in communication with one or more of the telecommunications switches;

providing a user of the computer with real-time access to the data and the telecommunication computer software programs and any changes made thereto by one or more other users supported by the server;

automatically generating a wireless page from the server upon an occurrence of a predetermined network condition meeting the threshold wherein the page includes the investigation number; and

upon receiving a response to the page wherein the response includes the investigation number and upon entering the investigation number into the computer, displaying the description.

9. (Previously Presented) The method according to claim 8, wherein providing access to the one or more telecommunication computer software programs includes providing access to one or more programs related to the managing of a telecommunication network.

10. (Original) The method according to claim 8, wherein providing access to the one or more telecommunication computer software programs includes providing access to one or more applications related to managing data associated with a telecommunication network.

11. (Original) The method according to claim 10, wherein the telecommunication network is a wireless telecommunication network.

12. (Original) The method according to claim 8, wherein providing access to a computer includes providing access to a plurality of computers interconnected as a network.

13. (Previously Presented) The method according to claim 8, further comprising providing access to an application server, the application server in communication with the computer, the application server having one or more processors that execute instructions associated with the application server, a memory for storing the instructions, and one or more resources for the management, communication and the storage of data, wherein the application server stores one or more telecommunication computer software programs stored therein and provides access to the one or more applications to the computer upon the computer querying the application server.

14. (Original) The method according to claim 8, wherein providing access to the server includes providing access to a shared server.

15. (Currently Amended) A computer readable medium having a set of computer instructions encoded thereon, comprising:

the set of computer instructions being operative with a computer to:

provide access to one or more telecommunication computer software programs to the computer, the computer having one or more processors that execute instructions associated

with one or more telecommunication computer software programs and a memory for storing the instructions, and wherein providing access includes allowing a threshold for a wireless page to be set for a predetermined network condition;

provide communication with a server, the server having one or more processors for executing instructions associated with the server and a memory for storing the instructions, the server being configured to support one or more users and to provide shared access to the one or more telecommunication computer software programs, the server being coupled to one or more resources for the management, communication and the storage of data that is accessed and processed by the one or more telecommunication computer software programs, the server being configured to detect the threshold being met for the predetermined network condition and to assign an investigation number to a description of the predetermined network condition meeting the threshold, wherein the data is temporarily stored within a buffer internal to the switchmaster and in communication with the computer, wherein each switchmaster is also in communication with one or more associated telecommunication switches via a data feed communication link, wherein further each of the associated telecommunications switches receives the data from a plurality of user telecommunications devices;

provide a user of the computer with real-time access to the data persistently stored within the resources and any changes made to the data by any other one or more users supported by the server;

automatically generate a wireless page from the server upon an occurrence of a predetermined network condition meeting the threshold wherein the page includes the investigation number; and

upon receiving a response to the page wherein the response includes the investigation number and upon entering the investigation number into the computer, display the description.

16. (Currently Amended) A distributed system for providing real-time access to a network organized repository of data, comprising:

a first computing means including one or more means for executing a first set of program instructions and a first means for storing the first set of program instructions; and

a second computing means for executing a second set of program instructions and a second means for storing the second set of program instructions, in communication with the first

computing means, the second computing means being configured for supporting one or more users and for providing shared access to one or more telecommunication computer software programs, the second computing means being coupled to one or more resources for managing, communicating and the storing data and the computer software programs;

wherein, the resources can be accessed and processed by the one or more telecommunication computer software programs; and,

wherein, prior to being persistently stored within the resources, the data is temporarily stored within a switchmaster in communication with the resources, each switchmaster being also in communication with one or more associated telecommunication switches via a data feed communication link, wherein each of the associated telecommunications switches receives the data from a plurality of user telecommunications devices;

wherein a user of the first computing means has real-time access to the data and the telecommunication computer software programs and any changes made thereto by one or more other users supported by the second computing means, wherein the user is provided options on the computing system to set thresholds for predetermined network conditions and to specify at least one pager number to thereby cause the generation of wireless pages to the at least one pager number upon the threshold being met; and,

wherein the second computing means is configured to automatically establish a generate a wireless page to the at least one pager number upon an occurrence of at least one of the predetermined network conditions meeting the threshold, wherein the second computing means includes an investigation number, other than a telephone number, in the wireless page and assigns a description of the occurrence of the at least one of the predetermined network conditions meeting the threshold to the investigation number so that entry of the investigation number to the computing system causes display of the description.

17. (Original) The system according to claim 16, wherein the second computing means includes a structured query language server.

18. (Original) The system according to claim 16, wherein the one or more telecommunication computer software programs are associated with managing a telecommunication network.

19. (Original) The system according to claim 18, wherein the telecommunication network includes a wireless telecommunication network.

20. (Previously Presented) The system according to claim 16, wherein the first computing means includes a plurality of computers interconnected as a network.

21. (Original) The system according to claim 16, further comprising an third computing means for executing instructions associated therewith in communication with the first computing means, a third means for storing the instructions, and one or more means for managing, communicating and storing data, wherein the third computing means stores one or more telecommunication computer software programs and provides access to the one or more telecommunication computer software programs stored therein to the first computing means upon the first computing means querying the third computing means.

22. (Original) The system according to claim 16, wherein the second computing means includes a shared server.

23. (Currently Amended) A method of providing real-time access to a network organized repository of data, comprising the steps of:

providing access to one or more telecommunication computer software programs to a first computer means for executing a first set of instructions associated with the one or more telecommunication computer software programs and first storing means for storing the first set of instructions, and wherein providing access includes allowing a threshold for a wireless page to be set for a predetermined network condition;

communicating to a second computer means for executing a second set of instructions associated therewith and a second storing means for storing the second set of instructions, the second computer means being configured for supporting one or more users and for providing shared access to the one or more telecommunication computer software programs, the second computer means being coupled to one or more resources for managing, communicating and storing data and the one or more telecommunication computer software programs, the second

computer means being configured to detect the threshold being met for the predetermined network condition and to assign an investigation number to a description of the predetermined network condition meeting the threshold;

storing the data within a switchmaster buffer wherein the switchmaster is coupled to the second communication means, wherein each switchmaster is also in communication with one or more associated telecommunication switches via a data feed communication link, wherein further each of the associated telecommunications switches receives the data from a plurality of user telecommunications devices;

controlling the flow of the data through the switches to the associated switchmaster via an electronic control processor in communication with one or more of the telecommunications switches;

providing a user of the first computer means with real-time access to the data and the telecommunication computer software programs and any changes made thereto by one or more other users supported by the second computer means;

automatically generating a wireless page from the second computing means upon an occurrence of a predetermined network condition meeting the threshold wherein the page includes the investigation number; and

upon receiving a response to the page wherein the response includes the investigation number and upon entering the investigation number into the computer, displaying the description.

24. (Original) The method according to claim 23, wherein providing access to the one or more telecommunication computer software programs includes providing access to one or more programs related to the managing a telecommunication network.

25. (Original) The method according to claim 23, wherein providing access to the one or more telecommunication computer software programs includes providing access to one or more applications related to managing data associated with a telecommunication network.

26. (Original) The method according to claim 25, wherein the telecommunication network is a wireless telecommunication network.

27. (Original) The method according to claim 23, wherein providing access to a computer means includes providing access to a plurality of computer means interconnected as a network.

28. (Previously Presented) The method according to claim 23, further comprising providing access to a third computer means for executing a third set of instructions associated with the application server in communication with the first computer means, a third storing means for storing the third set of instructions, and one or more resources for the management, communication and the storage of data, wherein the application server stores one or more telecommunication computer software programs stored therein and provides access to the one or more applications to the first computer means upon querying the second computer means.

29. (Original) The method according to claim 23, wherein providing access to the second computer means includes providing access to a shared server.